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**RELATIONSHIP BETWEEN HUMAN RESOURCE PRACTICES
AND EMPLOYEE ENGAGEMENT AMONG EMPLOYEES IN
SCHLUMBERGER (M) SDN BHD.**



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**MASTER OF HUMAN RESOURCE MANAGEMENT
UNIVERSITI UTARA MALAYSIA
APRIL 2019**

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EMPLOYEE ENGAGEMENT AMONG EMPLOYEES IN
SCHLUMBERGER (M) SDN BHD.**

By

SHAMINI A/P RAGOO



**Dissertation Submitted to
School of Business Management,
UUM College of Business, Universiti Utara Malaysia,
in Partial Fulfilment of the Requirement for the Master of Human Resource
Management**



**Pusat Pengajian Pengurusan
Perniagaan**

SCHOOL OF BUSINESS MANAGEMENT

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ABSTRACT

Employee engagement plays a crucial role for career development. Similarly, HR Practices direct and indirectly influence employee performance. The aim of the study is to determine the relationship between Human Resource (HR) Practices and employee engagement of the employees at Schlumberger (M) Sdn Bhd, Damansara. The research framework contained three independent variables, namely compensation, career growth and training and development. The dependent variable of this study is employee engagement. Using self-administrative question this study involve 124 employees who are attached in Schlumberger (M) Sdn Bhd. The raw data from respondent were subjected to the Statistical Package for Social Sciences (SPSS) version 23. Correlation and regression analysis were applied to answer the objective of this study. Regression analysis revealed that there are significant relationship between HR Practices and employee engagement. As in the breakdown of the dimension, career growth and training and development has a significant relationship towards employee engagement however compensation relationship towards employee engagement towards employee engagement is not significant enough. It is hoped this study will help to identify other HR Practices factors contributing to employee engagement in an organization. Future research should include a larger number of organizations in other oil and gas industries.

Keywords: human resource, employee engagement, spss, human resource practices

ABSTRAK

Penglibatan pekerja memainkan peranan yang penting untuk pembangunan kerjaya. Begitu juga amalan sumber pengurusan manusia secara langsung dan secara tidak langsung mempengaruhi prestasi pekerja. Tujuan kajian adalah untuk menentukan hubungan antara amalan sumber pengurusan manusia dan penglibatan pekerja pekerja di Schlumberger (M) Sdn Bhd, Damansara. Rangka kerja penyelidikan mengandungi tiga pemboleh ubah bebas, iaitu perkembangan kerjaya dan latihan, pembangunan dan pampasan. Bergantung kepada pemboleh ubah kajian ini adalah penglibatan pekerja. Menggunakan soalan self-administrative kajian ini melibatkan kakitangan 124 yang dilampirkan dalam Schlumberger (M) Sdn Bhd. Data mentah daripada responden adalah tertakluk kepada pakej statistik untuk sains sosial (SPSS) versi 23. Analisis korelasi dan regresi digunakan untuk menjawab objektif kajian ini. Analisis regresi menunjukkan bahawa terdapat hubungan bererti di antara amalan sumber pengurusan manusia dan penglibatan kakitangan. Seperti pecahan dimensi, perkembangan kerjaya dan latihan dan pembangunan.

Kata Kunci: amalan pengurusan sumber manusia, penglibatan pekerja, spss.

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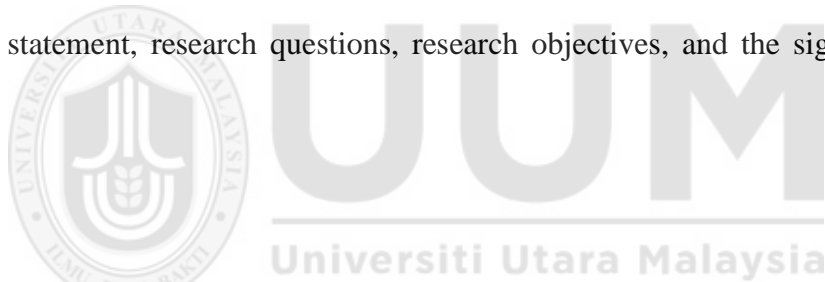


CHAPTER 1

INTRODUCTION

1.0 Introduction

This study focused on factors that impact employee engagement in Schlumberger (M) Sdn Bhd, Damansara. It additionally plan to broaden the examination on Human Resource Management (HRM) practices that add to employee engagement like compensation, career growth and training and development. This chapter involve the background to the research, problem statement, research questions, research objectives, and the significance of the study.



1.1 Background of Study

In recent years the term “employee engagement” has been known as an important business driver that has the capability to affect on organization’s overall achievement. The knowledge of employee engagement is quickly picking up actively and usage in the workplace and also is a task in itself because employee are not only dealing with one but with many different individuals. In fact, most of the studies have claimed that employee engagement predicts employee outcomes, organizational success and financial performance (Bates, 2004;Baumuruk, 2004; Harter et all 2002; Richman, 2006).

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APPENDICE 1

SURVEY QUESTIONNAIRE



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UNIVERSITI UTARA MALAYSIA

Dear Sir / Madam:

I am pleased to inform you that I am currently conducting a survey entitled The Relationship Between HR Practices and Employee Engagement Among Employees in Schlumberger (M) Sdn Bhd, Damansara. The study intends to examine the relationship between HR Practices towards employee engagement among employees in Schlumberger (M) Sdn Bhd.

Hence, I would be very grateful if you could answer all of the questions in the survey. The survey should take about 30 minutes to complete. Please answer all questions and return the completed questionnaires promptly.

Please note that your response is private and confidential. Individual respondents will not be identified in any data or reports. If you have any enquires about the survey, kindly contact me at 016-6608597 or shamini.punithan @yahoo.com

Thank you very much for considering your involvement, time and cooperation in this survey.

Yours sincerely,

Shamini Ragoo

School of Business Management

College of Business,

Universiti Utara Malaysia, 06010 Sintok, Kedah

PART I: DEMOGRAPHIC QUESTIONS

The following questions deals with the basic information about yourself.

Please tick (/) in the appropriate box.

1) What is your age?

☐

18 - 24

☐

25 – 34

☐

35 - 44

☐

45 - 54

☐

55 years and above

2) Marital Status:

☐

Single

☐

Married

☐

Divorced

3) Race

☐

Malay

☐

Chinese

☐

Indian

☐

Others (please specify):

4) Highest education level:

☐

SPM

☐

STPM

☐

DIPLOMA

☐

BACHELOR
/ DEGREE

☐

MASTER

☐

PHD

5) Length of employment:

☐

Less than 1 year

☐

1 – 4 years

☐

5 – 9 years

☐

10 – 14 years

☐

15 – 19 years

☐

20 years and above

6) Department

☐

HR

Finance

☐

Rating Scale

<div style="display: flex; justify-content: space-between; align-items: center;"> Strongly Disagree ←————→ Strongly Agree </div>				
1	2	3	4	5

PART 2: HRM PRACTICES

Please tick (/) in the appropriate box to indicate your level of agreement for each statement below.

Item	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.	I am satisfied with the attractive salary offered.	1	2	3	4	5
2.	The amount of salary and allowance that I obtain depends on my performance.	1	2	3	4	5
3.	I am satisfied with process used to determine my non-financial rewards (awards and benefits)	1	2	3	4	5
4.	The amount of income I receive reflect on what I deserve.	1	2	3	4	5
5.	Rewards (bonuses, awards and benefits)that I received depends on my performance.	1	2	3	4	5
6.	My present job moves me, closer to my career goals	1	2	3	4	5
7.	My present job is, relevant to my career goals and vocational growth.	1	2	3	4	5
8.	My present job sets, the foundation for the of my career goals.	1	2	3	4	5

9.	My present jobs provide encourage me to continually gain new job related skills.	1	2	3	4	5
10.	My present job encourages me, to continually gain new job-related knowledge.	1	2	3	4	5
11.	My present job encourage me ,to accumulate richer work experience.	1	2	3	4	5
12.	My present job enable me, to continuously improve my professional capabilities.	1	2	3	4	5
13.	My promotion speed in the present ORGANIZATION is fast.	1	2	3	4	5
14.	The probability of being promoted in my current organization is high	1	2	3	4	5
15.	Compared with previous organization, my position in my present one is ideal.	1	2	3	4	5
16.	Compared with my colleagues I am being promoted faster.	1	2	3	4	5
17.	My salary is growing quickly in my present organization.	1	2	3	4	5
18.	In this organization, the possibility of my current salary being increased is very large.	1	2	3	4	5
19.	Compared with my colleagues my salary has grown quickly.	1	2	3	4	5
20.	Extensive training and development programs are offered by the organization to improve my job skills.	1	2	3	4	5
21.	The training provided by the organization help me to enhance my work performance.	1	2	3	4	5
22.	Training programs offered by the organization help me to develop varieties of skills and ability.	1	2	3	4	5
23.	Career counselling and planning assistance are provided to all employees.	1	2	3	4	5
24.	Opportunities for advancement are available to all employees.	1	2	3	4	5

PART 3: EMPLOYEE ENGAGEMENT

Please tick (/) in the appropriate box to indicate your level of agreement for each statement below.

Item	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1.	At my work, I feel bursting with energy.	1	2	3	4	5
2.	At my job, I feel strong and vigorous.	1	2	3	4	5
3.	When I get up in the morning, I feel like going to work	1	2	3	4	5
4.	I can continue working for very long periods at a time.	1	2	3	4	5
5.	At my job, I am very resilient, mentally.	1	2	3	4	5
6.	I find the work that I do full of meaning and purpose.	1	2	3	4	5
7.	I am enthusiastic about my job	1	2	3	4	5
8.	My job inspires me.	1	2	3	4	5
9.	I am proud of the work that I do.	1	2	3	4	5
10.	To me, my job is challenging	1	2	3	4	5
11.	Time flies when I'm working	1	2	3	4	5
12.	When I am working, I forget everything else around me	1	2	3	4	5
13.	I feel happy when I am working intensely.	1	2	3	4	5
14.	I am immersed in my work.	1	2	3	4	5
15.	I get carried away when I'm working.	1	2	3	4	5

<THANK YOU FOR YOUR TIME AND PARTICIPATION>

APPENDICE 2

Reliability Test

Reliability Statistics for HR Practices (IV)

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.953	.955	5

Career Growth

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.957	.958	14

Compensation

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.913	.913	5

Reliability Statistics for Employee Engagement (DV)

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.962	.962	14



Frequency Table

age					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	26	21.0	21.0	21.0
	25-34	44	35.5	35.5	56.5
	35-44	28	22.6	22.6	79.0
	45-54	15	12.1	12.1	91.1
	55 years and above	11	8.9	8.9	100.0
	Total	124	100.0	100.0	

marital					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	single	65	52.4	52.4	52.4
	married	48	38.7	38.7	91.1
	divorced	11	8.9	8.9	100.0
	Total	124	100.0	100.0	

race					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Malay	38	30.6	30.6	30.6
	Chinese	35	28.2	28.2	58.9
	Indian	25	20.2	20.2	79.0
	Others (pls specify)	25	20.2	20.2	99.2
	5.00	1	0.8	0.8	100.0
	Total	124	100.0	100.0	

Employment					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	21	17	17	17
	1-4 years	32	26	26	43
	5-9 years	28	23	23	65
	10-14 years	18	15	15	80
	15-19 years	13	10	10	90
	20 years and above	12	10	10	100
	Total	124	100	100	

Descriptive Table

Descriptive Statistics					
	N	Minimum	Maximum	Mean	Std. Deviation
Employee Engagement	124	2.71	5.00	4.4326	0.59895
HR Practices	124	2.50	5.00	4.3209	0.66842
Valid N (listwise)	124				

Correlation Table

Correlations					
		Compensation	Career Growth	Training Development	EE Engagement
Compensation	Pearson Correlation	1	.811**	.647**	.727**
	Sig. (2-tailed)		0.000	0.000	0.000
	N	124	124	124	124
CareerGrowth	Pearson Correlation	.811**	1	.771**	.821**
	Sig. (2-tailed)	0.000		0.000	0.000
	N	124	124	124	124
TrainingDevelopment	Pearson Correlation	.647**	.771**	1	.772**
	Sig. (2-tailed)	0.000	0.000		0.000
	N	124	124	124	124
EEMean	Pearson Correlation	.727**	.821**	.772**	1
	Sig. (2-tailed)	0.000	0.000	0.000	
	N	124	124	124	124

** . Correlation is significant at the 0.01 level (2-tailed).

Regression Table

Coefficients ^a								
Model		Unstandardized Coefficients	Standardized Coefficients		t	Sig.	Lower Bound	
		B	Std. Error	Beta				
1	(Constant)	1.148	0.188		6.113	0.000	0.776	1.520
	HRpracticesmean	0.760	0.043	0.848	17.692	0.000	0.675	0.845

a. Dependent Variable: EEMean



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